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Nortel Communication Server 1000

IP Phone 1120E

Call Center User Guide

Revision history

January 2006

Standard 1.00. This document is issued for Nortel Communication Server 1000 Release 4.5.

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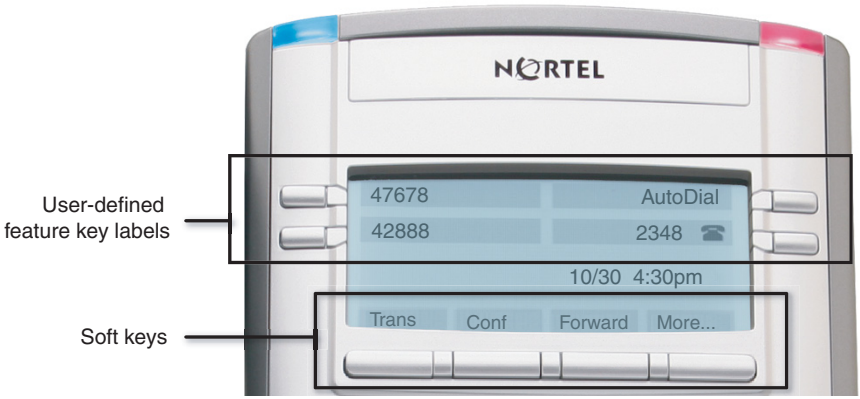
About the Nortel IP Phone 1120E

The Nortel IP Phone 1120E brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

Note: In this guide, user-defined feature key labels appear beside the keys, and soft key labels appear directly above the keys. Figure 1 shows the key labels.

Figure 1: User-defined feature key and soft key labels



Note: Some features are not available on all telephones. Consult your system administrator to verify the features that are available on your telephone.

Basic features

Your IP Phone 1120E supports the following features:

- four user-defined feature keys with labels and indicators
- four soft keys

Note: Some IP Phone 1120E phones are not configured to support soft key functionality. Consult your system administrator.

- graphical, high-resolution LCD display, backlit, with adjustable contrast
- high-quality speaker phone
- volume control keys for adjusting ringer, speaker, handset, and headset volume
- six specialized feature keys:
  - Quit
  - Directory
  - Message/Inbox
  - Shift/Outbox
  - Services
  - Copy
- six call-processing fixed keys:
  - Mute
  - Handsfree
  - Goodbye
  - Expand to PC
  - Headset
  - Hold
- gigabit Ethernet ports
- built-in gigabit Ethernet switch for shared PC access
- headset jack with an On/Off key
- USB port to support a keyboard or mouse

  Note: Powered downstream 1.1-compliant USB hubs are supported, including USB 2.0 hubs, if they offer USB 1.1 backwards compliancy.

- automatic network configuration
- hearing aid compatibility

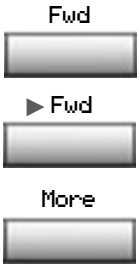
Figure 2 on page 9 illustrates the IP Phone 1120E.

Figure 2: IP Phone 1120E

*Note: If supported by your server, the Feature Status Lamp provides a user-defined alert. Contact your system administrator to find out if this feature is available for you.

Telephone controls

Note: In some geographic regions, the IP Phone 1120E is offered with key caps that have English text labels. Text in parenthesis indicates labels appearing on the key caps. For example, (Services).



Soft keys are located below the display area. The LCD label above each key changes based on the active feature.

When a triangle appears before a soft key label, the feature is active.

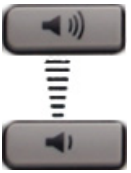
Press the **More** key to access the next layer of soft keys.

The keys on either side of the LCD display area are **user-defined feature keys**, with labels on the LCD. These keys also function as **line (DN)** keys.

A steady LCD light beside a line (DN) key indicates that the line is active. A flashing LCD light indicates the line is on hold or the feature is being programmed.

Note: Throughout this document, the ACD line key is indicated by the line number 2260. The ACD line number that appears on your phone can be a different number.

A steady LCD light beside a feature key indicates that the feature is active. A flashing LCD light indicates that the feature is being programmed.



Use the **Volume control** buttons to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease volume.

(Mute)

Press the **Mute** key to listen to the receiving party without transmitting. Press the **Mute** key again to return to two-way conversation. The **Mute** key applies to handsfree, handset, and headset microphones.

Note: The Mute LED indicator, located on the **Mute** key, flashes to indicate that the microphone is muted.

(Handsfree)

Press the **Handsfree** key to activate handsfree.

Note: The Handsfree LED indicator, located on the **Handsfree** key, lights to indicate when handsfree is active.

Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen. The outer part of this key cluster rocks for up, down, left, and right movements.

Press the **Send/Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

Note: In most menus, you can use the **Send/Enter** key instead of the **Select** soft key.

(Hold)

Press the **Hold** key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold.

(Expand)

Use the **Expand to PC** key to access external server applications.

(Headset)

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

Note: The Headset LED indicator, located on the **Handsfree** key, lights to indicate that the headset is in use.

(Goodbye)

Use the **Goodbye** key to terminate an active call.

When a message is waiting, the orange **Visual Alerter/Message Waiting indicator** flashes. Also, this indicator flashes when the set ringer is on.

When a data-related message, such as an instant message, is received, the blue **Feature Status Lamp** flashes. Also, this indicator flashes when a contact has come online.

> ***Note:*** This function requires server support and, therefore, is not available on all phones; consult your administrator.

(Copy)

Press the **Copy** key to copy entries to your Personal Directory from other lists, such as the Caller List, the Redial List, and the Corporate Directory.

(Services)

Press the **Services** key to open the Services menu, and use the navigation keys to access the following items:

- Telephone Options:
  - — Volume adjustment
  - — Contrast adjustment
  - — Language
  - — Date/Time
  - — Display diagnostics
  - — Local Dialpad Tone
  - — Set Info
  - — Diagnostics
  - — Call Log Options
  - — Ring type
  - — Call Timer
  - — On hook default path
  - — Change Feature Key Label
  - — Name Display Format
- Password Admin:
  - — Station Control Password

  Note: The **Password Admin** menu is not available on all IP Phone 1120E sets. Consult your system administrator.
- Display Network Diagnostics Utilities

  Note: Only your system administrator or service provider can use Display Network Diagnostics Utilities to perform Internet diagnostics.

  - — Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)

(Services)

(continued)

- Test Local Mode and Resume Local Mode (if Media Gateway 1000B is configured)

Press the **Services** key to exit from any menu or menu item.

(Services)

(Services)

Press the **Services** key twice to access the Local Tools menu, and use the navigation keys to access the following items:

- 1. Preferences
- 2. Local Diagnostics
- 3. Network Configuration
- 4. Lock Menu

Press the **Services** key to exit from any menu or menu item.

Note: Your system administrator can establish a password for the Local Tools menu. If you attempt to access the Local Tools menu and a password prompt dialog box appears, contact your system administrator.

(Quit)

Press the **Quit/Stop** key to exit an active menu or dialog. Pressing the **Quit/Stop** key does not affect the status of active calls.

(Shift/Outbox)

Press the **Shift/Outbox** key to toggle between two feature key pages and to access an additional six lines/features.

(Msg/Inbox)

Press the **Message/Inbox** key to access your voice mailbox.

Note: This function is not available on all phones; consult your system administrator.

(Directory)

Press the **Directory** key to access directory services.

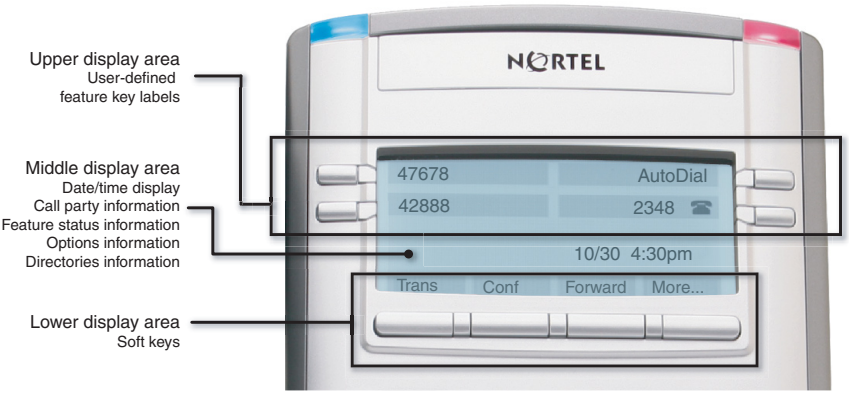
Telephone display

The IP Phone 1120E has three display areas:

- The upper display area provides labels for the four user-defined feature key labels.
- The middle display area contains single-line information for items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information, and phone information.
- The lower display area provides labels for the four soft keys.

Figure 3 shows an idle LCD display screen.

Figure 3: IP Phone 1120E LCD display screen



Agent and Supervisor features

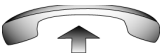
This section describes the login features that are common to the Call Center agent and supervisor, which are:

- “Logging in as an agent” on page 16
- “Logging in with an Agent ID and Multiple Queue Assignments” on page 17
- “Logging out as an Agent” on page 21

Logging in as an agent

Use the Agent Login feature to join an Automatic Call Distribution (ACD) queue. If an Agent ID is assigned to you, the display screen prompts you to enter a four-digit code.

To log in as an agent:

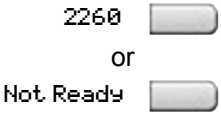


1. Lift the handset.

2. Press the **InCalls** key.

3. If “Enter Agent ID” appears on the screen, use the dialpad to enter your ID.

4. Press the **#** key. The phone goes into a Not Ready state.



5. To join the ACD queue, choose one of the following:
   - — Press the **InCalls** key.
   - — Press the **NotReady** key.

6. If you use a headset and Handset On-Hook Means Log out (HOML) is configured to **No** by your administrator, then do the following:

(Services)

   a. Press the **Headset** key and replace the handset in the cradle to receive calls on your headset.
   b. Press the **Services** key. Change the **On hook default path** to **Headset Enabled**.

   Note: If HOML is configured to **Yes**, replace the handset to log out of the queue.

Logging in with an Agent ID and Multiple Queue Assignments

A Multiple Queue Assignment (MQA) login involves entering a four-digit Agent ID and up to five ACD Directory Numbers (DN), with the option of adding a Supervisor ID and up to five Priority values.

Choose one of the following login procedures:

- “Logging in with an Agent ID and MQA login options” on page 18
- “Using Default Login” on page 20

Logging in with an Agent ID and MQA login options

To enter ACD queues, use an Agent ID login with one of the MQA login options described on page 19.

> ***Note:*** A supervisor logging in to accept ACD calls is prevented by the system from entering a Supervisor ID (including logins where agents must enter a Supervisor ID).

The login options require the following entries in sequential order:

1. a four-digit Agent ID
2. a Supervisor ID (if your queue requires one)
3. up to five ACD DNs and Priority values (if Priority values are being used) terminated by # #

To log in:

2260

1. Press the **InCalls** key.

2. Choose one of the following four login options:

No Supervisor ID, No Priority

— For No Supervisor ID, No Priority, dial your Agent ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

Supervisor ID, No Priority

— For Supervisor ID, No Priority, dial your Agent ID # Supervisor ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

No Supervisor ID, With Priority

— For No Supervisor ID, With Priority, dial your Agent ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority 2 # ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 Priority 5 # #.

Supervisor ID, With Priority

— For Supervisor ID, With Priority, dial your Agent ID # Supervisor ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority # 2 ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 # Priority 5 # #.

Note: To choose the default Priority value or Supervisor ID, enter **#**.

3. Choose one of the following:

2260

or

Not Ready

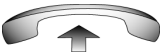
— Press the **InCalls** key.

— Press the **NotReady** key to enter the ACD queue.

Using Default Login

Use the Default Login to log in just one time at the beginning of a shift. The Default Login uses your previous shift's login to place you in the same ACD queues with the same supervisor.

To use Default Login:

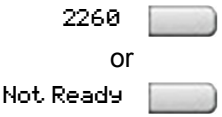


1. Lift the handset.

2. Press the **InCalls** key.

3. When "Enter Agent ID" appears on the screen, use the dial pad to enter your ID.

4. Choose one of the following:
   - If your queue requires a Supervisor ID, press the # key three times.
   - If your queue does not require a Supervisor ID, press the # key two times.

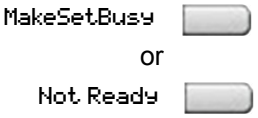


5. To join the ACD queue, choose one of the following:
   - Press the **InCalls** key.
   - Press the **NotReady** key.

Logging out as an Agent

You can log out of the system completely or temporarily (Not Ready state).

To log out:



Choose one of the following:

- To log out completely, press the **MakeSetBusy** key.
- To log out temporarily, press the **NotReady** key.

Note: If you press the **MakeSetBusy** key during an ACD call, you log out automatically when the call finishes.

Agent features

The following sections describe features that are available to agents:

- “Answering ACD calls” on page 22
- “Using Force Call” on page 23
- “Using Activity code” on page 24
- “Using Emergency” on page 24
- “Using Not Ready” on page 25
- “Placing or answering non-ACD calls” on page 26
- “Contacting your supervisor” on page 26

Answering ACD calls

Use the **InCalls** key to answer the next queued ACD call on the primary DN. The **InCalls** key is located in the lower right area of the programmable line/feature keys.

To answer the call:

When the LCD next to the **InCalls** key flashes, press the **InCalls** key.

Note: The LCD remains lit as long as you are on the call.

To terminate the call:

(Goodbye)

or

2260

or

2468

or

Not Ready

Choose one of the following:

- Press the **Goodbye** key.
- Press the **InCalls** key.
- Press the individual DN line key (this removes you from the queue).
- Press the **Not Ready** key (this removes you from the queue but keeps you logged in as an agent position) or wait for the caller to terminate the call.

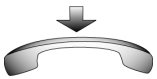
Using Force Call

Use the **Force Call** feature to automatically connect an incoming ACD call. A time interval is configured by your system administrator between each incoming call.

A short tone indicates a new incoming call. The InCall indicator lights continuously, and the ACD call automatically goes to your agent position. Pressing the **InCalls** key while call forcing (Auto Answer) is active disconnects an active ACD call.

To enable call forcing for headset users:

1. Log in.



2. Replace the handset.

(Services)

3. Press the **Services** key. Configure the **On-hook default path** to **Headset Enabled**.

Using Activity code

Use Activity code to record the types of activities you are performing.

To record activities:

1. When the Activity LCD indicator is flashing, press the **Activity** key.

2. Use the dial pad to enter the Activity code.

3. Press the **Activity** key.

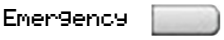
   If you are performing multiple tasks, repeat steps 1 and 2.

   Note: If configured, you can enter Activity codes while in the Not Ready state.

Using Emergency

Use the **Emergency** feature to contact your supervisor immediately in an emergency situation.

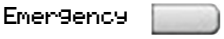
To use the Emergency feature:



1. During an active call, press the **Emergency** key.

   Note: The Emergency LCD remains lit as long as the feature is active.

   When the supervisor answers, a three-way call commences with you, your supervisor, and the caller.

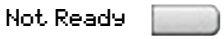


2. Press the **Emergency** key again to transfer the caller to the supervisor and terminate your access to the caller and supervisor.

Using Not Ready

Use the Not Ready feature to take your telephone out of the call queue while completing post-call work.

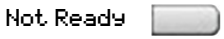
To use Not Ready:



1. Press the **NotReady** key to temporarily log out of the system.

   Note: The NotReady LCD remains lit as long as the feature is active.

or



2. To return to the queue, choose one of the following:

   — Press the **InCalls** key.

   — Press the **NotReady** key.

Placing or answering non-ACD calls

Use this feature to place and receive calls on your individual line.

To place a call:

1. Press your individual DN key.

2. Use the dial pad to dial the telephone number.

   Note: The LCD remains lit as long as you are on the call.

To answer a call:

When the LCD next to your individual DN key flashes, press the DN key.

Note: The LCD remains lit as long as you are on the call.

Contacting your supervisor

Use the **Supervisor** feature to talk to your supervisor in the following ways:

- "To answer a call from your supervisor:" on page 27
- "To answer a call from your supervisor when on another call:" on page 27
- "To place a call to your supervisor:" on page 27
- "To conference in your supervisor during a call in progress:" on page 28
- "To transfer a call to your supervisor during a call in progress:" on page 28

To answer a call from your supervisor:

Supervisor

When the LCD next to the **Supervisor** key flashes, press the **Supervisor** key.

Note: The LCD remains lit as long as you are on the call.

To answer a call from your supervisor when on another call:

Supervisor

The LCD next to the **Supervisor** key flashes and a buzzer sounds.

(Hold)

1. Press the **Hold** key to put the current call on hold.

Supervisor

2. Press the **Supervisor** key.

   Press the line (DN) key beside the flashing LED indicator to return to the caller on hold.

To place a call to your supervisor:

Supervisor

Press the **Supervisor** key.

Note: Calls are automatically put on hold when you use the **Supervisor** key.

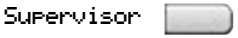
To return to the ACD call:

2260

Press the **InCalls** key.

To conference in your supervisor during a call in progress:

1. Press the **Supervisor** key to talk privately with your supervisor.



2. Press the **Supervisor** key again for a conference call with you, your supervisor, and the other caller.

To transfer a call to your supervisor during a call in progress:

1. Press the **Supervisor** key.

2. When your supervisor answers, press the **Supervisor** key again.

(Goodbye)

3. Press the **Goodbye** key to terminate your access to the call.

Supervisor features

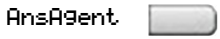
The following sections describe features available to the supervisor:

- “Using Answer Agent” on page 29
- “Using the Agent key” on page 30
- “Using Answer Emergency” on page 30
- “Using Call Agent” on page 31
- “Using Interflow” on page 31
- “Using Night Service” on page 32
- “Observing a call” on page 33

Using Answer Agent

Use the Answer Agent feature to receive calls from agents in a non-emergency situation.

To use Answer Agent:



1. When the LCD next to the Answer Agent key flashes, press the **Answer Agent** key.

   Note 1: The Agent ID of the person contacting you displays on your telephone.

   Note 2: The LCD remains lit as long as you are on the call, and your status is displayed as NotReady.

(Goodbye)

2. Press the **Goodbye** key to end the call.

Using the Agent key

Use the Agent feature to connect, observe, or monitor the status of each agent position. Each **Agent** key links to a particular agent position and can be used along with the **Call Agent** or **Observe Agent** keys.

Table 1 lists the four states of the LCD indicator.

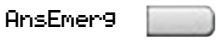
Table 1: Agent's status

LCD display	Description
Off	Agent is not logged in.
On	Agent is logged in but is either NotReady or on a call.
Slow Flashing	Agent is waiting for an ACD call.
Fast Flashing	Agent is on a non-ACD call.

Using Answer Emergency

Use the Answer Emergency feature to receive calls from agents in an emergency situation.

To use Answer Emergency:



1. When the LCD next to the **Answer Emergency** key flashes, press the **Answer Emergency** key.

   Note 1: The Agent ID of the person contacting you displays on your telephone.

   Note 2: The LCD remains lit as long as you are on the call and your status is displayed as Not Ready.

(Goodbye)

2. Press the **Goodbye** key to end the call.

Using Call Agent

Use the Call Agent feature to contact an agent.

To use Call Agent:

CallAgt

1. Press the **Call Agent** key.

AgenKey

or

2. Choose one of the following:
   - Press a selected **Agent** key.
   - Dial the agent's Position ID.

(Goodbye)

3. Press the **Goodbye** key to end the call.

Using Interflow

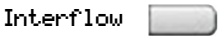
Use the Interflow feature to redirect calls when the backlog or wait time exceeds a pre-defined threshold.

To use Interflow:

Interflow

1. Press the **Interflow** key.

   Note: The Interflow LCD flashes while the feature is active.

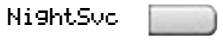


2. Press the **Interflow** key again to deactivate the feature and resume normal call flow.

Using Night Service

Use the Night Service feature to define how calls are handled outside of business hours.

To activate Night Service:

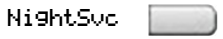


1. Press the **Night Service** key.

2. Press the **6** key (6 = N for Night) to go into Night Service.

   The Night Service LCD lights continuously. All calls in the queue and new calls receive Night Service.

To transition to Night Service:



1. Press the **Night Service** key.

2. Press the **8** key (8 = T for Transition) to activate Transition mode.

   The Night Service LCD flashes. All calls in the queue remain in the queue and new calls receive Night Service.

To deactivate Night Service:

NightSvc

1. Press the **Night Service** key.

2. Press the **3** key (3 = D for Day) to resume Day mode.

   The Night Service LCD flashes. New calls enter the queue.

Observing a call

Use the Observe feature to monitor an agent in a call.

To observe a call:

Observe

1. Press the **Observe** key.

AgenKey

or

2. Choose one of the following:
   - Press a selected **Agent** key.
   - Dial the agent's Position ID.

CallAgt

3. Press the **Call Agent** key to talk to the agent you are monitoring.

Observe

4. Press the **Observe** key to terminate the observation.

Terms you should know

Calling Party Name Display

Information appearing on the LCD display screen, such as the caller's name and telephone number. The system must have CPND enabled.

Category 5 (Cat5)

Cable and associated connecting hardware capable of transmitting at speeds up to 100 MHz, used by 10BaseT, 100BaseT4, 100BaseTX.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Cat5e cable normally has four pairs of copper wire.

Category 6 (Cat6)

Cable and associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (Gig Ethernet (GigE)), it is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Communication Server 1000

Your office communication system.

Date/time display

The current date and time when the telephone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for a telephone, and also known as an *extension number*.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Feature Status Lamp indicator

An LCD or an LED that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.

Fixed key

The hard-labeled keys on your telephone.

Flexible Feature Codes (FFC)

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Information display

Any display of call activity, lists, prompts, and status of calls. On your IP Phone 1120E, this information area is one line of text and symbols. If a text message exceeds this area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Information line

A one-line by 24-character area that displays date and time or application information.

Interrupted dial tone

A broken or pulsed dial tone that sounds when you access some features on your telephone.

Message/Inbox

A fixed key on your IP Phone 1120E that connects to your voice messaging system when the key is pressed.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied when (a) the end-user lifts up the handset, (b) the end-user presses a line key, (c) the call is automatically answered at the telephone, or (d) a line is automatically selected for an outgoing call.

Paging tone

A special tone (two beeps followed by dial tone) that sounds when you use the Radio Paging feature.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Soft keys

A set of keys programmed by your system administrator. These four keys, located directly below the display area, have four programmable layers. These keys are also used to configure parameters in the **Telephone Options** menu.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Station Control Password (SCPW)

Enables security features on your phone to prevent others from making calls from your telephone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

Switchhook

A button on which the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook, and you either answer an incoming call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Visual Alerter/Message Waiting indicator

An LCD or an LED that flashes to indicate that a message is waiting or when the ringer is on.

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Call Center User Guide

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Publication Number: NN-10300-060

Document Release: Standard 1.00

Date: January 2006

Produced in Canada

www.nortel.com